

## Kirktonholme @ Coatbridge Day Care of Children

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Coatbridge  
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**Type of inspection:**  
Unannounced

**Completed on:**  
31 May 2021

**Service provided by:**  
Kelly Care Limited trading as  
Kirktonholme Nursery

**Service provider number:**  
SP2003001303

**Service no:**  
CS2009193675

## About the service

The Care Inspectorate regulates care services in Scotland. Information about all care services is available on our website at [www.careinspectorate.com](http://www.careinspectorate.com)

Kirktonholme @ Coatbridge is registered to provide a daycare service to a maximum of 56 children aged from birth to those not yet attending primary school and operates Monday to Friday, 52 weeks of the year.

The service is provided by Kelly Care Limited trading as Kirktonholme Nursery and operates from a rural setting close to Coatbridge town. There are fully enclosed, well-maintained outdoor play areas, which are accessible from the playrooms. The service is in partnership with North Lanarkshire Council.

The service's vision, values and aims include:

'Kirktonholme @ Coatbridge aims to provide the best possible early learning and childcare environment where we facilitate the best outcomes for children through a well set environment which facilities rich learning experiences supported by positive interactions with children. Staff will be supported through personal development and encouraged to challenge themselves as Early Learning and Childcare Practitioners.'

This was a focused inspection to evaluate how well people were being supported during the COVID-19 pandemic. We evaluated the service based on key areas that are vital to the support and wellbeing of people experiencing care during the pandemic. This inspection was carried out by inspectors from the Care Inspectorate.

## What people told us

Ten parents contacted the Care Inspectorate via email to give their views of how the service had delivered care to them and their children during the pandemic. Some of their comments included:

"I am the mother of a child who attends the above nursery. I just wanted to share with you how brilliant they are and have been throughout the pandemic. They were closed for around 6 months in total and organised activities for the children to keep in touch. They made videos for them, asked us to send pictures, made sure that we were coping. Since the nursery has reopened, they have put in place thorough processes to ensure we all stay safe. They are waiting areas for each room, gel is provided, etc. Children who have symptoms are sent home (it happened to my son X). We feel safe and supported at kirktonholme nursery".

"My baby (10 months old) has only recently started at nursery, but we are so happy with the care that has been provided so far. Being a lockdown baby, we were worried about how X would settle in - not being used to new places or faces - but we were offered so many settling in days (I think he had at least 8) that we had no reservations leaving him. They really helped facilitate our back to work transition so smoothly for both me and X. We love the opportunities that the nursery provides, for outdoor play, etc, and are really happy with our choice of nursery for X".

"Both my sons attend Kirktonholme Coatbridge. Both boys love nursery and we have always been very happy with the care they receive. The communication from staff and management to parents is always excellent and the resources and activities in the nursery are great.

We are leaving the nursery in a couple of months due to moving house and I am very sad about that but I know that Kirktonholme will make the transition for my boys as easy as possible".

"I just wanted to send a little email to state how pleased we are with the service and care given to us at Kirktonholme. Each day that my little girl, X goes to nursery she is just so excited to go in and see the girls who look after her. They do such a great job of caring for her, helping her eat, sleep and play. They are always sending us photos of what she has been up to, whether it's outside playing or new activities indoors with the other children. I know I don't need to worry when she is there as she is in great hands. And if anything is askew they always contact us right away. Couldn't be happier with Kirktonholme!"

"Our daughter X has attended Kirktonholme Coatbridge since 2017. X has absolutely loved going to nursery in all the time she has been attending. The bond she has with the ladies in all the rooms has been amazing. No matter whether it is in her own group/room, all the staff know X and care for her which has helped X feel safe and secure at nursery. The care and experiences she gets has helped her grow into a confident and outgoing little girl".

"Hi there, my little one goes to Kirktonholme Coatbridge & we feel they have done a fantastic job with their extra measures added for COVID-19 protection. They have everything well sign posted and alcohol gels provided at each door/gate, appropriate 2 meter cones for waiting at collection and drop off times. The staff have introduced the sign in and out system through the app which is another great measure to stop any contact with pens etc. I feel they are doing all they can to keep themselves, children & families protected. They keep us up to date as much as they possibly can in any changes or reminders needed. The staff are all well informative of the children's day, the app is a great way for them to contact us & provide with information".

"I have found that the care the staff at Kirktonholme have taken during this pandemic has been 100% . Only problem we have had was due to another parent that didn't get their child tested after an outbreak at the nursery".

"Our son X attends the nursery and we cannot praise the place and the staff enough. Chosen for the location and friendliness of the staff it really has been everything we wanted for X. He loves being outside whatever the weather and the staff do exactly that. You can see the ongoing efforts to make the nursery and the facilities better, there is most definitely continuous improvement. The staff are attentive and know X very well indeed. He is very happy going to nursery and as a parent that is huge. Louisa and the time are always on hand to discuss matters of concern such as changing of required days, or questions around covid etc. Fantastic nursery with great staff. Louisa does a great job here".

"In relation to being asked for comments with regard to the recent Care Inspectorate visit , I can whole heartedly say that I have found that the nursery has gone above and beyond any expectation I had concerning wellbeing, staff, covid19 awareness and genuine love and care for my grandson. In fact, at his early age of 4 he can tell me all precautions that are to be taken regarding 'the big virus' as he calls it due to being involved in all the necessary procedures/structures that have been undertaken. In conclusion, I am very confident that he has learned so much from his time here including discussion of his emotions, preparing him for school and all the diverse activities too. I know that he will miss all the fabulous ladies and friends made over the years very very much".

"My Boy (X) has been to Kirktonholme Nursery for 3/4 years now, and all I can say is that we are happy with the service from day one. My boy loves it too!. I could recommend Kirktonholme 100% to other parents".

## From this inspection we evaluated this service as:

In evaluating quality, we use a six point scale where 1 is unsatisfactory and 6 is excellent

How good is our care and support during the COVID-19 pandemic?	5 - Very Good
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Further details on the particular areas inspected are provided at the end of this report.

## How good is our care and support during the COVID-19 pandemic?

5 - Very Good

### Quality indicator 5.1: Children's health and wellbeing are supported and safeguarded during COVID-19.

Our focus during this inspection was to establish if children's health and wellbeing benefitted from their care and support in relation to COVID-19. We concluded that the service was providing a very good standard of care and that children's health and wellbeing was being very well supported.

Children were comforted, reassured and supported by caring and nurturing staff. They were supported to resettlement into the service following the COVID-19 lockdown. Staff were proactive and confident about implementing various processes to facilitate communication with children and families. There were very strong communication links with families. Staff had regular, meaningful contact with parents throughout lockdown using zoom, whatsapp and the new family app introduced by the service. This enabled staff to identify families who required additional support and helped staff to update personal plan information. This meant that on their return children's and families' needs could be met.

We sampled children's care plans. We found that staff had a clear understanding of children's needs and these were fully reflected within care plans. Staff were fully aware of key information about children.

There was formal and informal contact as required with other agencies throughout the lockdown period. This meant that children who required additional support from other agencies continued to receive it.

During our site visit, we observed how confident and relaxed children and staff were with the new procedures and routines. Changes relating to COVID-19 were shared as learning experiences for children. Staff had worked hard to ensure that children learned about the changes in fun and creative ways through sharing videos, activities and challenges. This helped to transition children back into their nursery routines and eliminate any anxiety they may have had. The effective communication methods used ensured that staff, children and families were informed of the changes and expectations of the service.

We observed children outdoors during our visit. They were maximising the use of outdoor play areas and the range of outdoor experiences offered opportunities for children to learn through their play and extend their own experiences.

Children were safeguarded against harm as staff were clear on their responsibilities. Although staff understood and had considered the impact COVID-19, and the lockdown situation had on families, the service's child protection policy did not reflect Scottish Government's Coronavirus (COVID-19) supplementary national child protection guidance which was published in March 2020. The manager agreed to update this without delay.

### Quality indicator 5.2: Infection prevention and control practices support a safe environment for children and staff. Children are protected as staff take all necessary precautions to prevent the spread of infection.

Our focus during this inspection was to establish whether infection prevention and control practices in relation to COVID-19 supported a safe environment for children and staff. We concluded that very good policies and procedures were in place to ensure that children and staff experienced a safe environment.

We observed that the environment was clean and well maintained, and windows and doors were opened to increase natural ventilation. Arrangements had been put in place to enable enhanced cleaning activities to be carried out.

Playrooms had been adapted to minimise the number of people using the same space. This supported physical distancing and reduced the risk of the spread of infection. Thorough risk assessments had been developed to ensure staff understood their responsibilities of keeping themselves and children safe. Staff practice and discussions demonstrated how staff understood and implemented the procedures. The additional cleaning procedures were well managed and did not impact on the engagement children received from staff or the breadth of activities available.

New COVID-19 procedures had been shared with parents. Parents understood and complied with infection control measures in place. For example, signage to promote two metre distancing; staggered drop off times for children; adults wore face coverings when dropping off and collecting their children. Parents were reassured that this contributed to the safety of their children.

Staff had participated in a range of training activities relating to COVID-19. They were familiar with new policies and procedures which contributed to a consistent approach being taken across the service and helped to minimise the risk of infection. This also enabled staff to carry out their roles effectively regarding general and specific COVID-19 infection prevention and control procedures.

The management and staff team had a clear understanding of how and when personal protective equipment should be worn and disposed of. We observed staff wearing PPE appropriately when required. The service had ample supplies of additional PPE available.

Procedures were in place for isolation if needed and information had been shared with families. The management team were supporting families individually where required, for example, if they were in close contact with a positive case of COVID-19. Clear procedures enabled the team to act swiftly if there was a suspected case of COVID-19. The service had been vigilant in notifying the Care Inspectorate of any suspected or confirmed outbreaks of COVID-19 and changes to service delivery.

## **Quality indicator 5.3: Staffing arrangements are responsive to the changing needs of children during COVID-19.**

Our focus during this inspection was to establish if staff had the right knowledge, skills and competence to support children in relation to COVID-19. We concluded that very good arrangements were in place and that staff were very responsive to the changing needs of children and families during COVID-19.

There was a strong sense of teamwork and friendship amongst staff and this helped to create a very positive, supportive environment for children and families. Staffing arrangements were very responsive to the needs of children. Staff had planned and implemented 'bubbles' of children and these worked well in accordance with Scottish Government Guidance.

Staff told us that they felt connected and committed to their work. They were well supported by the management team and recognised the potential impact of COVID-19 within work and personal circumstance. They told us that they felt valued and supported during the pandemic. There were regular opportunities for wellbeing support. Staff welcomed initiatives from the provider, such as individual pamper packs, magazine and a cake, butty and a blether.

Staff were clear about their roles and responsibilities. Careful consideration had been given to ensure that they were deployed effectively. There was strong leadership in the service with newer staff being supported by experienced senior staff. Staff were supportive of each other and willing to share ideas and opinions to improve experiences and outcomes for children and families. They had created a very positive, inclusive ethos by recognising the value of a shared approach and partnership with parents in children's care and learning.

## Detailed evaluations

How good is our care and support during the COVID-19 pandemic?	5 - Very Good
5.1 Children's health and well being are supported and safeguarded during COVID-19	5 - Very Good
5.2 Infection prevention and control practices support a safe environment for children and staff	5 - Very Good
5.3 Staffing arrangements are responsive to the changing needs of children during COVID-19	5 - Very Good



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